

1. The first step in the process is to identify the problem. This involves gathering information about the situation and the people involved.

2. The second step is to analyze the problem. This involves breaking the problem down into smaller parts and identifying the causes.

3. The third step is to develop a plan. This involves deciding on the best way to solve the problem and setting goals.

4. The fourth step is to implement the plan. This involves putting the plan into action and making changes as needed.

5. The fifth step is to evaluate the results. This involves checking to see if the problem has been solved and if the goals have been met.

10/091,609

**Laura L. Stockton, Ph.D.**

M. MJALLI ET AL.

1626

[illegible]

Class	Subclass	Date	Examiner

[illegible]